



FREEDOM WARS™

INSTRUCTION MANUAL

CONTROLS

Menu Screen/Inside Panopticon

The following controls can be used on the various menu screens and when moving around inside the Panopticon (please note, however, that some will only become available as the story progresses). For controls used in battle, please see page 19.



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PLEASE NOTE: Some of the screenshots in this manual were captured during development, and as such, may not be representative of the final product.

PLEASE NOTE: Game features may be altered or added as a result of post-release updates.

PROLOGUE

The world's resources have been all but exhausted, and its surface has become uninhabitable. In a last ditch attempt to save mankind, self-contained city states known as **Panopticons** have been built across the globe. Their inhabitants live under the rule of totalitarian law, their every action dictated by the authorities.

On the front line of these battles are the **sinner**s—criminals born with a **million-year prison sentence imposed upon them simply for existing**. Deprived of almost all rights and privileges, sinners attempt to work off their sentences and earn various small freedoms by completing missions issued by the powers that be. These missions are known as **voluntary contribution operations**. Each and every day, these hostages of fortune take to the battlefield and risk life and limb in pursuit of a **freedom** they may never know.

GETTING STARTED

From the title screen, press the  button or the START button to begin the game. The opening movie will play, followed by character creation and Accessory customization.



Donating to Your Home Panopticon

Donating resources and items while connected to PSN will increase your Panopticon's GPP (Gross Panopticon Product). The higher your Panopticon's GPP, the higher its position in the League of Panopticons will climb.



Saving Your Game

Your game will be saved automatically when returning from operations, and at other important points. As the story progresses, you will also become able to save your game manually via Accessory Services (see page 10). Only one save file can be created, so if you wish to start a new game from the beginning, you will need to delete all Freedom Wars data via the home screen, and reinstall the game.

REDUCING YOUR SENTENCE AND CLAIMING ENTITLEMENTS

As a sinner, you will begin the game with a million-year sentence, and will lack even the basic rights required to perform day-to-day activities or leave your cell.

In order to earn Entitlement Points and unlock the various entitlements available, you will need to contribute to your Panopticon's joy and prosperity by taking part in voluntary contribution operations. Press the START button to open the Personal Responsibility Portal, and select the Contributions Directory in order to set out on an operation and start earning entitlements.

REDUCING YOUR SENTENCE AND UNLOCKING ENTITLEMENTS

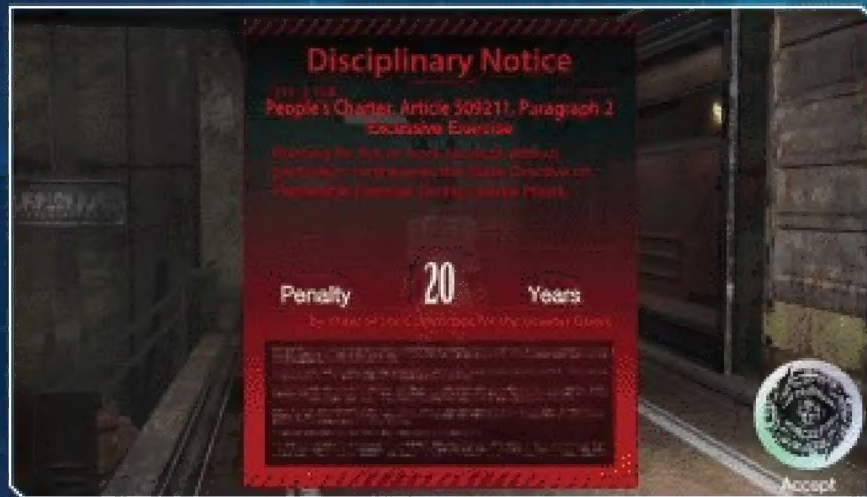
- 1 Sign up for an operation via the Personal Responsibility Portal (see page 12).
- 2 Earn sentence reductions and Entitlement Points when the operation is completed.
- 3 Spend Entitlement Points to claim entitlements (see page 7).

REDUCING YOUR SENTENCE AND CLAIMING ENTITLEMENTS

- 4 Gradually meet the requirements for your next Contribution-Oriented Distribution of Entitlements (CODE) exam.



- 5 Take the CODE exam, and increase your CODE clearance by completing it.



If you break the laws of the People's Charter, we'll have no choice but to increase your sentence, so be sure to be on your very best behavior at all times! For the Greater Good!

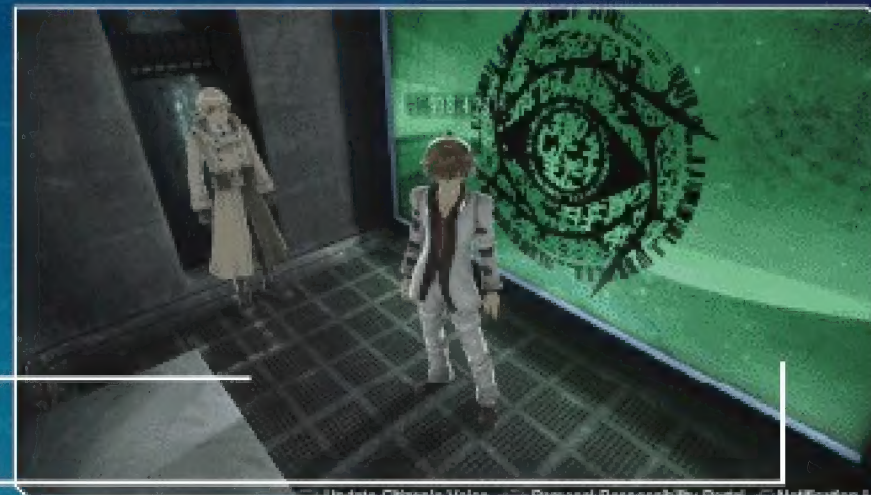


INSIDE YOUR CELL


Talking to your Accessory when in your cell will open Accessory Services, while examining the large screen occupying the right-hand wall of your cell, otherwise known as the Window on Liberty, will give you access to various other functions and features. Both of these menus and some of the options within them will only become available as you progress through the story.

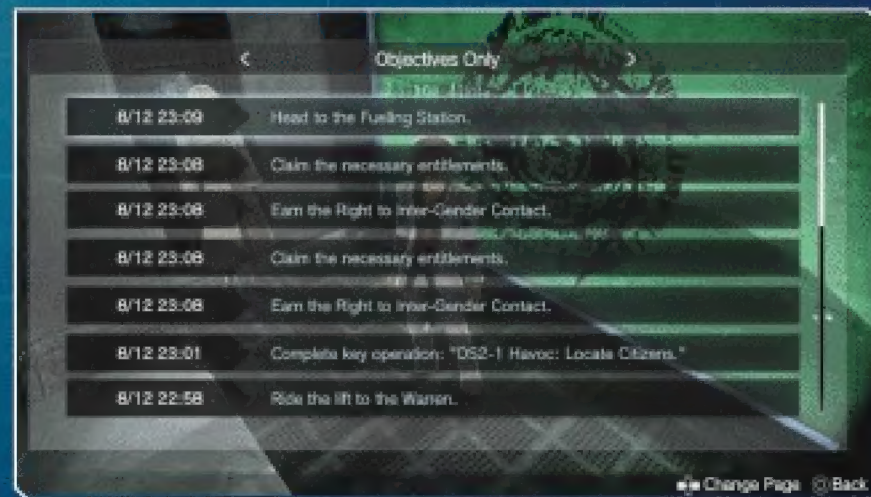
Accessory Services (See Page 10)

The Window on Liberty (See Page 11)



▶ News and Notifications

Pressing the  button while in your cell or out in the Panopticon will open the Notification Log. This log allows you to check your progress through the game, and to remind yourself of your current objectives. While in your cell, you can also press the SELECT button to update the Citizen's Voice—the Panopticon's premier news source (the Citizen's Voice can only be updated if you are online).



ACCESSORY SERVICES

Speaking to your Accessory when in your cell will open Accessory Services, allowing you to save your game, and giving you access to multiplayer and other game features.

Request Exit Permit	▶ Leave your cell and step out onto Citizen's Promenade, the Panopticon's main thoroughfare.
Request Cooperation (See Page 23)	▶ Use ad-hoc mode to enjoy cooperative multiplayer operations with up to three fellow players.
Customize Accessory	▶ Edit the orders that can be issued to your Accessory (see page 10) and the vocal responses it makes to these orders.
Check CODE Upgrade Conditions	▶ Check the conditions you need to meet before the next CODE exam will become available.
View Re-Education Materials	▶ Revisit any tutorials you have previously come across in-game.
Access Audiovisual Library	▶ Rewatch any cinematic sequences you have previously come across in-game.
Claim Deliveries	▶ Collect any special operational rewards or purchased downloadable content.
Save Data	▶ Save your progress.

PLEASE NOTE: Some options will only become available as you progress through the story.

THE WINDOW ON LIBERTY

The large monitor that forms the right-hand wall of your cell is the Window on Liberty, from which you can claim entitlements, donate resources to your Panopticon, and access other useful features and functions.

Claim Entitlements	▶ Spend Entitlement Points to claim various rights and freedoms.
Donate for the Greater Good	▶ Donate resources to your Panopticon in order to reduce your sentence and earn Entitlement Points.
Request Special Operations	▶ Request or join in with certain special operations.
League of Panopticons	▶ Go online and check the relative standings of all the various Panopticons.
Read The Citizen's Voice	▶ Browse the current edition of the Citizen's Voice, the Panopticon's premier news source.
Request Image Overhaul	▶ Change your own and your Accessory's clothes and other accoutrements.
Request Physical Remodeling	▶ Remodel your own and your Accessory's physique, facial features and other external attributes.
Change Home Panopticon	▶ Swear allegiance to another Panopticon (this is a paid service).
PlayStation®Store	▶ Go online and access PlayStation®Store.

PLEASE NOTE: Some options will only become available as you progress through the story.

THE PERSONAL RESPONSIBILITY PORTAL

The Personal Responsibility Portal can be accessed by pressing the START button anywhere in the Panopticon, including your cell and the multiplayer lobby.

Contributions Directory (See Page 14)	▶ See a list of available operations.
Loadout	▶ Change your own and your Accessory's equipment.
Inventory	▶ Check your possessions and forfeit unwanted items.
Facility Management (See Page 13)	▶ Build and develop industrial facilities where you can create, modify and upgrade weapons etc.
Affiliates	▶ Check your affiliates' rap sheets and edit your own.
Spare Accessories	▶ Check spare Accessories acquired by completing Accessory reclamation operations or exchanging rap sheets.
Battle Music	▶ Change the music played in the background during certain operations.
Options	▶ Change control scheme, camera movement type and other game settings.

PLEASE NOTE: Some options will only become available as you progress through the story.

THE PERSONAL RESPONSIBILITY PORTAL

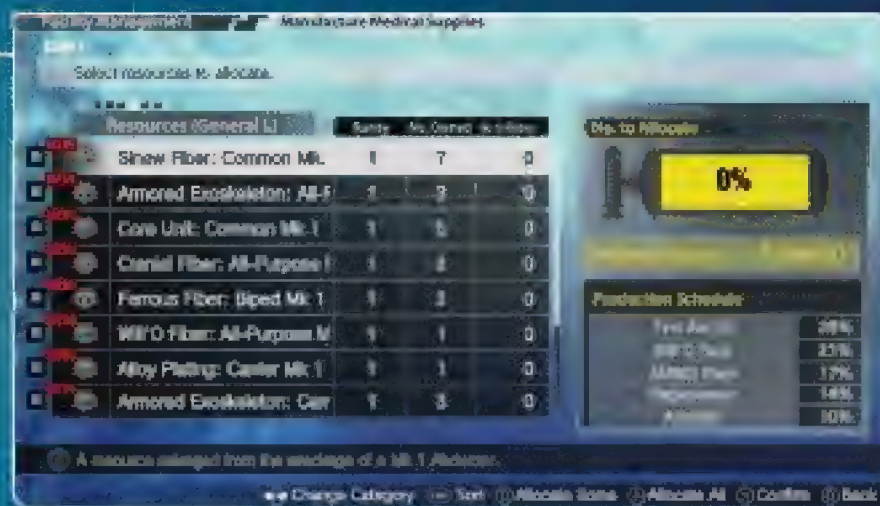
Facility Management

By building facilities on empty plots and allocating resources to them, you can upgrade weapons, manufacture items and carry out other useful industrial activities. Once resources are assigned, production will proceed in real time. By employing the help of citizens via a Citizen Support Request, you can shorten production cycles or boost facility output. To remove a facility from an occupied plot, simply select "Disassemble Facility".

THE VARIOUS FACILITY TYPES



	Weapons Facilities	Manufacture, upgrade and modify weapons.
	Medical Facilities	Manufacture medical items.
	Munitions Facilities	Manufacture explosives and other munitions.
	Augmentation Facilities	Manufacture augmentations that improve physical performance.

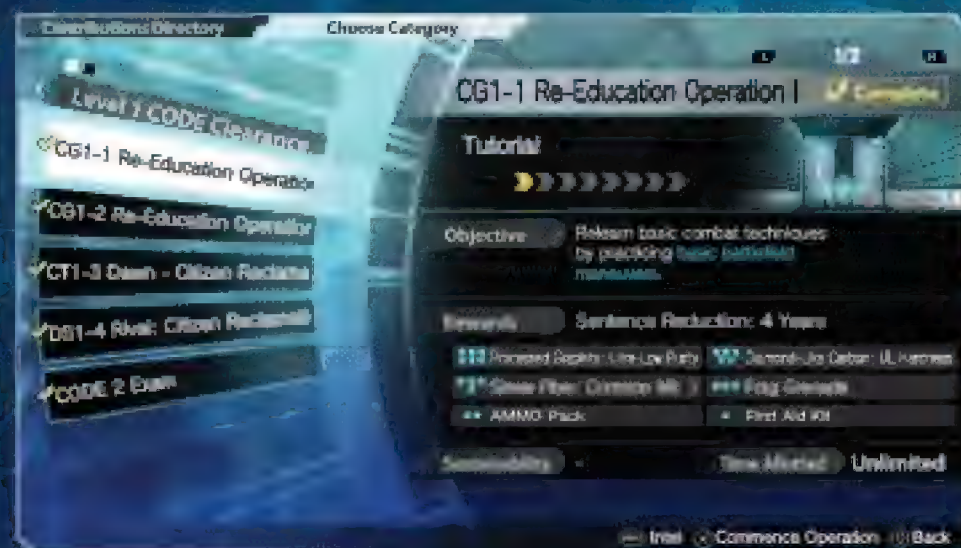
PLEASE NOTE: Some facility types will only become available as you progress through the story.



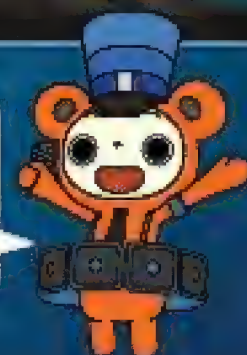
Your medical and munitions facilities will make even more amazing items if you allocate super-rare resources! For the Greater Good!

SIGNING UP FOR VOLUNTARY CONTRIBUTION OPERATIONS

Once you have selected an operation from the Contributions Directory, press the START button to alter your equipment loadout, or the  button to select which comrades will join you on your mission (some operations feature predetermined comrades, while others do not allow you to bring comrades along). Once all your preparations are made, press the  button to take to the battlefield.



To sign up for the special operations you got by selecting "Request Special Operations", you'll need to go to the list of special operations in the Contributions Directory. For the Greater Good!



TAKING PART IN VOLUNTARY CONTRIBUTION OPERATIONS

The Operation Screen

Once an operation begins, you will see the screen displayed below (the information displayed may vary depending on the operation). An ongoing log of battle developments will also appear on the left of the screen, allowing you to keep track of the flow of battle.

Sustainability
(See Page 17)

Time Limit



Mini Map

Current Item

Current Weapon



Health Gauge

Shows how physically healthy you are. Refills gradually over time, but can be refilled more quickly using medical items.



Thorn Gauge

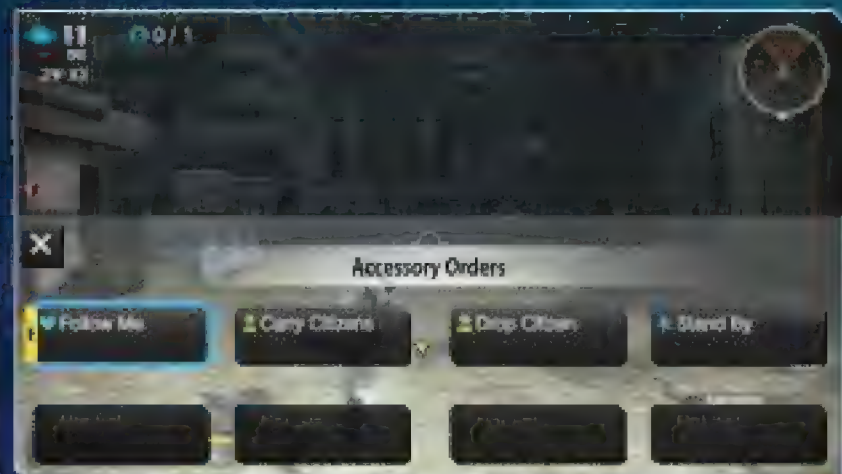
This gauge is depleted when Thorn actions are performed (see page 21). Refills gradually over time, but can be refilled more quickly using medical items.

TAKING PART IN VOLUNTARY CONTRIBUTION OPERATIONS

Direct Orders and Item Acquisition

▶ Accessory Orders and Team Orders

Pressing the SELECT button or tapping the screen (touchscreen) will bring up a list of orders that can be issued to your Accessory. Pressing the **L** or **R** buttons or tapping the on-screen arrows while Accessory orders are being displayed will switch to a list of orders that can be issued to your comrades. When you wish to issue an order, simply tap it, or select it using the directional buttons and press the **X** button to confirm.



▶ Acquiring Items

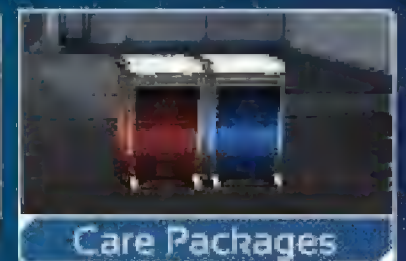
You will find resources and items that can help you on your operation dotted around the map. To pick up items, walk up to them and press the **○** button. To pick up AMMO boxes and care packages, simply walk up to them or launch your Thorn at them. AMMO boxes will replenish your ammunition by a certain amount, while care packages will provide you with different items depending on their color as outlined below.



Resources



AMMO Boxes




Care Packages

Green	Medical Items	Yellow	Mines
Blue	Support Items	White	Other Items
Red	Grenades		

TAKING PART IN VOLUNTARY CONTRIBUTION OPERATIONS

Incapacitation and Revival

As you take damage, your health gauge will be depleted. When it reaches zero, you will be incapacitated. If your Accessory is active and nearby when this happens, you will be quickly and efficiently revived. When Accessories or comrades are incapacitated, you can revive them in turn by approaching them and pressing the  button or launching your Thorn at them.



▶ Sustainability

If you are incapacitated and you are not revived by your Accessory or a comrade within a certain amount of time, you will be automatically revived, and will be asked to select a point on the map at which to be redeployed. However, this will also result in your Sustainability rating being reduced by one (Sustainability is not reduced when comrades are automatically revived). If Sustainability reaches zero, the operation will be deemed a failure. During multiplayer operations, the automatic revival of any player will result in a Sustainability penalty, but the initial Sustainability rating of these operations is increased to account for this.

TAKING PART IN VOLUNTARY CONTRIBUTION OPERATIONS

Rescuing and Recovering Your Accessory

If your Accessory is incapacitated and you leave it for too long, it may be targeted for capture by enemy Abductors. As such, you should always attempt to revive your Accessory as quickly as possible. If you take too long and your Accessory is captured by an enemy Abductor, you will need to destroy the Abductor's cage before the time limit runs out in order to recover it. If you fail to recover your Accessory, it will be seized by the enemy Panopticon.



▶ Accessory Reclamation Operations

If your Accessory is seized by an enemy Panopticon, you must undertake an Accessory reclamation operation or wait for it to be returned to you (during which time you will need to use a spare Accessory). Accessory reclamation operations can be issued by selecting "Request Special Operations" via the Window on Liberty. While your Accessory is unavailable, you are free to use any of the spare Accessories available from the list which can be viewed via the Personal Responsibility Portal.

BATTLE CONTROLS

The below is an overview of the main controls used in battle. The control scheme you are using can be checked or changed by selecting "Control Settings" from the pause menu.

Left Stick	▶ Move
Right Stick	▶ Move Camera 1. When locked-on, moving left and right will switch between targets.
Directional Buttons	▶ Up and down select weapons, left and right select items.
⊗ Button	▶ While Moving: Dodge, Dash (When Held Down) When Near Barrier: Take Cover
○ Button	▶ Use Item/Perform Action Pick Up/Drop Civilian, Move/Place Beacon
□ Button	▶ 1. Quick Attack, Dash Attack (While Dashing) 2. Shoot
△ Button	▶ 1. Power Attack, Sidestep (While Dashing) 2. Reload







L Button	▶ Reset Camera 1. Lock On (When Held Down) Cancel Lock-On (Tap) 2. Aim Mode (When Held Down)
R Button	▶ Launch Thorn Leap (While Thorn is Attached)
START Button	▶ Open Pause Menu
SELECT Button	▶ Open Accessory Orders

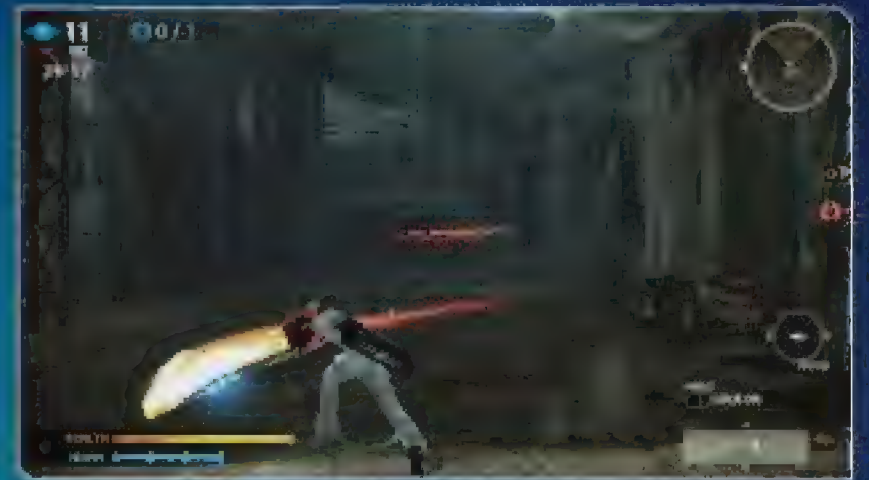
PLEASE NOTE: These controls apply to the "Thorn-Wielder" control scheme only. "1." represents controls for when a melee weapon is equipped, and "2." for when a ranged weapon is equipped. Accessory Orders can also be accessed by tapping the screen (touch screen).

BATTLE CONTROLS




Melee/Ranged Weapon Actions

▶ Using Melee Weapons

Press the  button to perform a quick attack, and the  button to perform a power attack. Holding either button down will build up a charged attack (light melee weapons do not have  button charged attacks). Press the  button while dashing to perform a dash attack, and the  button while dashing to sidestep. Holding down the  button will lock onto an enemy, focusing the camera and the player's attacks on that enemy. Moving the left stick will switch between available lock-on targets.



▶ Using Ranged Weapons

Press the  button to fire, and the  button to reload. Hold down the  button to enter aim mode, allowing more precise targeting of enemies (different weapons will zoom in by differing degrees when aim mode is active). When ammunition runs low, collect AMMO boxes to replenish it. Unlike melee weapons, most ranged weapons do not have a lock-on mode.



BATTLE CONTROLS

Thorn Actions

Pressing the **R** button will launch your Thorn, slightly depleting the Thorn gauge in the process. If the Thorn attaches itself to a wall, obstacle or enemy, you can tap the **R** button again to leap towards the object in question and cling to it (press the **X** button to detach your Thorn). While clinging on, you can press the **R** button again to jump, move the left stick and press the **X** button to perform a backwards jump, or press the **X** button to simply drop to the ground. When the Thorn is attached to an enemy, you can still leap and cling using the **R** button. You can also press the **△** button to perform a leaping attack. If the enemy in question is an Abductor, tap the **○** button to try and drag the enemy to the ground in what is known as a "dragdown" attack. With the exception of certain weapons, you can attack an enemy continuously while clinging onto it.



Charged Thorn Actions

Holding down the **R** button then releasing it will cause charged Thorn actions to be unleashed. These actions have two levels, and depending on the type and level of the Thorn in question, each action will have different effects. Level 2 charged Thorn actions can only be performed when the Thorn gauge is bright blue in color.



Be careful—your Thorn gauge will slowly run down when your Thorn is attached to walls, obstacles or enemies! For the Greater Good!


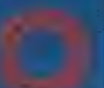



ANTI-ABDUCTOR TACTICS

Abductors are made up of various parts, some of which can be destroyed with targeted damage. Repeatedly attacking some parts can also cause the Abductor to be temporarily immobilized. When you lock on to an Abductor part, the color in which it is highlighted tells you what type of part it is. While clinging on to a pod or other destructible Abductor part, pressing the **A** button when a light melee weapon or Flare Knife is equipped will initiate a severing attack, where tapping the **O** button repeatedly will inflict continuous damage to that part, eventually destroying or severing it. Pressing the **X** button will cancel the severing attack.



ABDUCTOR PARTS

	Pod	If the pod is destroyed, the Abductor will be temporarily immobilized. Citizens are also sometimes imprisoned in the pod.
	Severable/ Destroyable Parts	Destroying or severing arms and weapons can severely impair an Abductor's offensive capabilities. Any severed or destroyed parts can also be collected as resources.
	Parts Susceptible to Dragdown	Continually attacking these parts will eventually cause the Abductor to topple and fall. It is also easier to perform dragdowns on these parts than others.

MULTIPLAYER

Entering Multiplayer Mode

As you progress through the story, the "Request Cooperation" option will become available via Accessory Services, allowing you to enjoy cooperative multiplayer action with players within a 30-foot radius via ad hoc mode. Once the host (the player who makes the initial cooperation request) has chosen a room, other plays should select the same room in order to join. When connected, players will join one another in the lobby area.

■ Things to Bear in Mind When Playing in Ad Hoc Mode

- ① When playing in ad hoc mode, please ensure that the Flight Mode box (accessed via "Settings" from the home screen) is unchecked, and remains so throughout. However, if you are on an airplane, or in any other place where devices transmitting electronic signals are not permitted, please check the box, and refrain from using ad hoc or any other functions that might result in the transmission of data.
- ② Please ensure that all players have ad hoc mode channel assignment set to "Automatic" under "Settings" -> "Network" -> "Wi-Fi Settings" -> "Ad Hoc Mode Channel". If a satisfactory connection cannot be established in Automatic mode, please ask all players to try connect to channels 1, 6 or 11 simultaneously.
- ③ Please ensure that all PlayStation®Vita systems playing in ad hoc mode are within 30 feet of one another.

MULTIPLAYER

Entering Multiplayer Mode

■ Basic Etiquette. Please bear the following in mind when playing online:

- Try not to do or say anything that may make people uncomfortable, cause offense, or infringe any laws.
- Avoid usernames or character names that may cause offense to others.
- Try not to reveal any personal information about yourself or other players.
- Try to observe good gaming manners during multiplayer games.


PLEASE NOTE: We reserve the right to refuse access to online services to anyone repeatedly and/or seriously infringing these rules or otherwise inconveniencing or upsetting fellow users of the services in question.

MULTIPLAYER The Lobby Area

The lobby area offers various functions and facilities for multiplayer mode. If you wish to leave the lobby area, go to the entrance and select "Return to Cell".



Signing Up for Operations


In order to initiate an operation, speak to Natalia, who should be standing in the centre of the lobby area. Once you have selected your operation and are ready to move out, stand in one of the columns of blue light and press the  button. When all participating players are ready, the operation will begin. Be aware that you cannot abandon a multiplayer operation once it is underway, and that the action will continue even when the pause button is pressed.

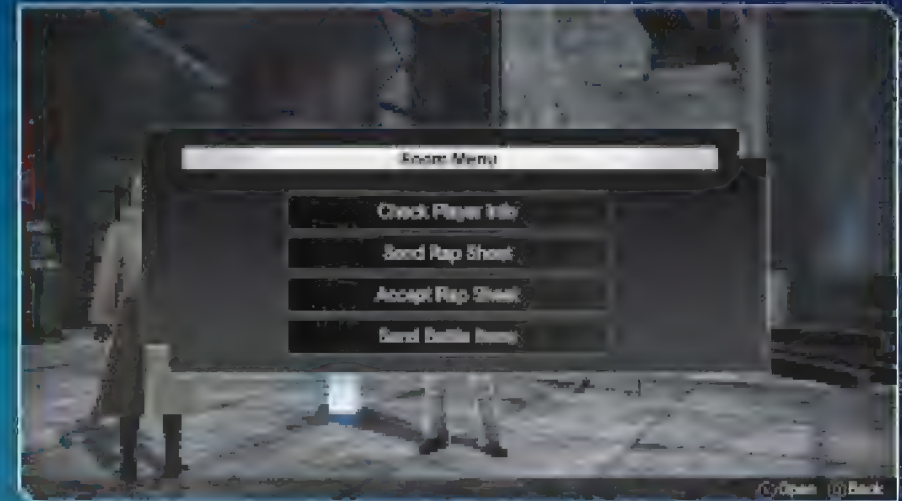


MULTIPLAYER

The Lobby Area

▶ The Lobby Menu

Pressing the  button while in the lobby area will open the Lobby Menu, from which you can check which players have joined the room, exchange rap sheets, and perform other useful actions. When you receive another sinner's rap sheet, their Accessory will become available to you as a spare.



▶ The Lobby Terminal

The terminal in the corner of the lobby area can be used to unlock entitlements, donate resources, and request special operations.

▶ Buying Items

If you wish to buy weapons or items, simply speak to the Zakka employee in the lobby area.

Lua

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squish

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Ruby Talk[®]

with



Hitachi
Speech
Synthesizer



For more information on
this game please visit
www.playstation.com



PlayStation®

WARNING: PHOTSENSITIVITY/EPILEPSY/SEIZURES

A very small percentage of individuals may experience epileptic seizures or blackouts when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or when playing video games may trigger epileptic seizures or blackouts in these individuals. These conditions may trigger previously undetected epileptic symptoms or seizures in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition or has had seizures of any kind, consult your doctor before playing.

IMMEDIATELY DISCONTINUE use and consult your doctor before resuming gameplay if you or your child experience any of the following health problems or symptoms:

- dizziness • eye or muscle twitches • disorientation • any involuntary movement
- altered vision • loss of awareness • seizures or convulsion.

RESUME GAMEPLAY ONLY ON APPROVAL OF YOUR DOCTOR.

USE AND HANDLING OF VIDEO GAMES TO REDUCE THE LIKELIHOOD OF A SEIZURE

- Use in a well-lit area and keep as far a way as possible from the screen.
- Avoid prolonged use of the PS Vita system. Take a 15-minute break during each hour of play.
- Avoid playing when you are tired or need sleep.

Stop using the system immediately if you experience any of the following symptoms: lightheadedness, nausea, or a sensation similar to motion sickness; discomfort or pain in the eyes, ears, hands, arms, or any other part of the body. If the condition persists, consult a doctor.

GAME CARD PRECAUTION – PART 1

Keep the PlayStation®Vita game card out of the reach of small children to help prevent accidental swallowing.

This game card is for use only with the PlayStation®Vita system. Use of this game card with other devices may damage the device or the game card.

- Do not touch the game card terminals with your hands or with metal objects.
- Do not allow the game card to come into contact with liquids. Do not bend or drop the game card or otherwise expose it to strong physical impact.
- Never disassemble or modify the game card.



GAME CARD PRECAUTION – PART 2



Do not use or store the game card in the following locations or under the following conditions:

- In a car with the windows closed (particularly in summer)/in direct sunlight/near heat sources
- In high humidity or corrosive environments.
- Be sure to insert the game card in the proper orientation.

The data on the game card may be lost or corrupted in the following situations:

- If the game card is removed from the system or if the system power is turned off while data is being read from or written to the game card.
- If the game card is used where it can be affected by static electricity or electrical noise.

If, for any reason, data loss or corruption occurs, it is not possible to recover the data. Backing up data regularly is recommended. Sony Computer Entertainment Inc. and its subsidiaries and affiliates will not be held liable for any damages or injury in the case of data loss or corruption.

DISCLOSURE REGARDING USE OF LOCATION DATA

This game interacts with other applications that use location data (such as "near").

To turn off location data, go to [Settings] > [Location Data].

**SCEA may retire the online portion
of this game at any time.**

Online Pass code may be redeemed once and becomes associated with the Sony Entertainment Network account used to redeem it. Online Pass access rights cannot be transferred once the voucher is redeemed. Online Pass codes cannot be returned for cash or credit.

GAME CARD NOTICE – PART 1

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and**
 - (2) this device must accept any interference received, including interference that may cause undesired operation**
- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.**

GAME CARD NOTICE – PART 2

- However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

GAME CARD LIMITED WARRANTY

SCEA warrants to the original purchaser that this product shall be free from defects in material and workmanship for a period of one (1) year from the date of purchase. This warranty does not apply to any consumables (such as batteries). For defects in material or workmanship within the warranty period, upon showing a proof of purchase, SCEA agrees for a period of one (1) year to either repair or replace this product with a new or factory recertified product at SCEA's option. For the purpose of this Limited Warranty, "factory recertified" means a product that has been returned to its original specifications.

Visit www.us.playstation.com/support or call 1-800-345-7669 to receive a return authorization and shipping instructions. This warranty shall not be applicable and shall be void if the defect in the SCEA product has arisen through abuse, unreasonable use, mistreatment, neglect, or means other than from a defect in materials or workmanship.

GAME CARD LIMITED WARRANTY

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND NO OTHER REPRESENTATIONS OR CLAIMS OF ANY NATURE SHALL BE BINDING ON OR OBLIGATE SCEA. ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE (1) YEAR PERIOD DESCRIBED ABOVE. IN NO EVENT WILL SCEA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM POSSESSION, USE OR MALFUNCTION OF THE SCEA PRODUCT. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS AND SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

This warranty is valid only in the United States and Canada.

**Consumer Service/Technical
Support Line**

1-800-345-7669

Call this number for technical support, installation or general questions regarding the PS Vita system and its peripherals.

Representatives are available Monday – Saturday 6am– 8pm
and Sunday 7am – 6:30 pm Pacific Standard Time.

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www.us.playstation.com/support/useragreements

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NOTE: IF YOU ARE A UNITED STATES RESIDENT OR A RESIDENT OF A COUNTRY IN NORTH, CENTRAL OR SOUTH AMERICA, TO THE FULLEST EXTENT PERMITTED BY LAW, THIS AGREEMENT CONTAINS A BINDING INDIVIDUAL ARBITRATION AND CLASS ACTION WAIVER PROVISION IN SECTION 6 THAT AFFECTS YOUR RIGHTS UNDER THIS AGREEMENT AND WITH RESPECT TO ANY

"DISPUTE" (AS DEFINED IN SECTION 6) BETWEEN YOU AND A SONY ENTITY (AS DEFINED IN SECTION 6). YOU HAVE A RIGHT TO OPT OUT OF THE BINDING ARBITRATION AND CLASS ACTION WAIVER PROVISIONS AS DESCRIBED IN SECTION 6.

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WARRANTS TO THE ORIGINAL PURCHASER OF THE PHYSICAL MEDIA THAT THE SOFTWARE IS FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF 90 DAYS FROM THE ORIGINAL DATE OF PURCHASE. SCEA AGREES FOR A PERIOD OF 90 DAYS TO EITHER REPAIR OR REPLACE, AT ITS OPTION, THE SCEA SOFTWARE. PLEASE CONTACT SCEA CUSTOMER SUPPORT AS SET FORTH IN SECTION 7 BELOW TO RECEIVE INSTRUCTIONS TO OBTAIN THE REPAIR OR REPLACEMENT. THIS WARRANTY SHALL NOT BE APPLICABLE AND SHALL BE VOID IF THE DEFECT IN THE SCEA SOFTWARE HAS ARISEN THROUGH ABUSE, UNREASONABLE USE, MISTREATMENT OR NEGLECT. SOME JURISDICTIONS DO NOT ALLOW FOR CERTAIN LIMITATIONS OF LIABILITIES OR WARRANTIES, SO SOME OR ALL OF THE ABOVE EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

5. MISCELLANEOUS. This Agreement shall be construed and interpreted in accordance with the laws of the State of California applying to contracts fully executed and performed within the State of California. If the binding arbitration terms of Section 6 do not apply or are not enforceable on any Dispute, both parties submit to personal jurisdiction in California and further agree that such Dispute shall be brought in a court within San Mateo County, California. If any provision of this Agreement shall be held invalid or unenforceable, in whole or in part, such provision shall be modified to the minimum extent necessary to make it valid and enforceable, and the validity and enforceability of all other provisions of this Agreement shall not be affected thereby. This Agreement constitutes the entire agreement between the parties related to the subject matter hereof and supersedes all prior oral and written and all contemporaneous oral negotiations, commitments and understandings of the parties, all of which are merged herein. Sections 4, 5 and 6 survive the termination of this Agreement.

IF LICENSOR IS SCEA, SECTIONS 6 AND 7 APPLY.

6. BINDING INDIVIDUAL ARBITRATION FOR CERTAIN RESIDENTS.

- a. The following terms in this Section 6, to the fullest extent permitted under law, only apply to you if you are a resident of the United States or a country in North, Central or South America.
- b. The term "Dispute" means any dispute, claim, or controversy between you and SCEA or any Sony affiliate ("Sony Entity") regarding the use of the Software, whether based in contract, statute, regulation, ordinance, tort (including fraud, misrepresentation, fraudulent inducement, or negligence), or any other legal or equitable theory, and includes the validity, enforceability or scope of this Section 6 (with the exception of the enforceability of the Class Action Waiver clause below). "Dispute" has the broadest possible meaning that will be enforced.
- c. If you have a Dispute (other than one described as excluded from arbitration below) with any Sony Entity or a Sony Entity's officers, directors, employees and agents ("Adverse Sony Entity") that cannot be resolved through negotiation as required below, you and the Adverse Sony Entity must seek resolution of the Dispute only through arbitration of that Dispute according to Section 6's terms, and not litigate that Dispute in court. Arbitration means that the Dispute will be resolved by a neutral arbitrator instead of in a court by a judge or jury.
- d. YOU AND THE SONY ENTITY AGREE THAT ANY CLAIM FILED BY YOU OR BY A SONY ENTITY IN SMALL CLAIMS COURT IS NOT SUBJECT TO THE ARBITRATION TERMS CONTAINED IN THIS SECTION 6.
- e. IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION AND CLASS ACTION WAIVER IN THIS SECTION 6, YOU MUST NOTIFY SCEA IN WRITING WITHIN 30 DAYS OF THE DATE

THAT YOU ACCEPT THIS AGREEMENT. YOUR WRITTEN NOTIFICATION MUST BE MAILED TO SONY COMPUTER ENTERTAINMENT AMERICA LLC, 2207 BRIDGEPOINTE PARKWAY, SAN MATEO, CA 94404, ATTN: LEGAL DEPARTMENT - WAIVER, AND MUST INCLUDE: (1) YOUR NAME, (2) YOUR ADDRESS, (3) YOUR SIGN IN ID IF YOU HAVE ONE, AND (4) A CLEAR STATEMENT THAT YOU DO NOT WISH TO RESOLVE DISPUTES WITH ANY SONY ENTITY THROUGH ARBITRATION.

f. IF YOU HAVE A DISPUTE WITH ANY SONY ENTITY, YOU MUST SEND WRITTEN NOTICE TO SONY COMPUTER ENTERTAINMENT AMERICA LLC, 2207 BRIDGEPOINTE PARKWAY, SAN MATEO, CA 94404, ATTN: LEGAL DEPARTMENT – DISPUTE RESOLUTION, TO GIVE THE ADVERSE SONY ENTITY AN OPPORTUNITY TO RESOLVE THE DISPUTE INFORMALLY THROUGH NEGOTIATION.

g. You agree to negotiate resolution of the Dispute in good faith for no fewer than 60 days after you provide notice of the Dispute. If the Adverse Sony Entity does not resolve your Dispute within 60 days from its receipt of notice of the Dispute, you or the Adverse Sony Entity may pursue your claim in arbitration pursuant to the terms in this Section 6.

h. ANY DISPUTE RESOLUTION PROCEEDINGS, WHETHER IN ARBITRATION OR COURT, WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT IN A CLASS OR REPRESENTATIVE ACTION OR AS A NAMED OR UNNAMED MEMBER IN A CLASS, CONSOLIDATED, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL ACTION, UNLESS BOTH YOU AND THE ADVERSE SONY ENTITY SPECIFICALLY AGREE TO DO SO IN WRITING FOLLOWING INITIATION OF THE ARBITRATION.

i. If you or the Adverse Sony Entity elect to resolve your Dispute through arbitration, the party initiating the arbitration proceeding may initiate it with the American Arbitration Association ("AAA"), www.adr.org, or JAMS, www.jamsadr.com. This Section 6's terms govern if they conflict with the rules of the arbitration organization that the parties select.

- j. The Federal Arbitration Act ("FAA") governs the arbitrability of all disputes involving interstate commerce. However, applicable federal or state law may also apply to the substance of a Dispute. For claims of less than \$75,000, the AAA's Supplementary Procedures for Consumer-Related Disputes ("Supplementary Procedures") apply including the schedule of arbitration fees set forth in section C-8 of the Supplementary Procedures; for claims over \$75,000, the AAA's Commercial Arbitration Rules and relevant fee schedules for non-class action proceedings apply.
- k. The AAA rules are available at www.adr.org or by calling 1-800-778-7879. Further, if your claims do not exceed \$75,000 and you provided notice to and negotiated in good faith with the Adverse Sony Entity as described above, if the arbitrator finds that you are the prevailing party in the arbitration, you will be entitled to recover reasonable attorneys' fees and costs as determined by the arbitrator, in addition to any rights to recover the same under controlling state or federal law afforded to the Adverse Sony Entity or you.
- l. The arbitrator will make any award in writing but need not provide a statement of reasons unless requested by a party. The arbitrator's award will be binding and final, except for any right of appeal provided by the FAA, and may be entered in any court having jurisdiction over the parties for purposes of enforcement.
- m. You or the Adverse Sony Entity may initiate arbitration in either San Mateo County, California or the county in which you reside. If you select the county of your residence, the Adverse Sony Entity may transfer the arbitration to San Mateo, County if it agrees to pay any additional fees or costs you incur as a result of the change in location as determined by the arbitrator.
- n. If any clause within this Section 6 (other than the Class Action Waiver clause above) is illegal or unenforceable, that clause will be severed from this Section 6, and the remainder of this Section 6 will be given full effect. If the Class Action Waiver clause is found to be illegal or unenforceable, this entire Section 6 will be unenforceable, and the Dispute will be decided by a court.

o. This Section 6 survives this Agreement's termination.

7. **QUESTIONS, COMPLAINTS OR CLAIMS.** You may submit any questions, complaints or claims with respect to SCEA Software to Customer Support (https://support.us.playstation.com/app/contact_options).

8. **USE OF UNAUTHORIZED PRODUCTS.** The use of software, peripherals or other products not authorized by SCEA may damage your PlayStation system and / or invalidate your PlayStation system warranty. Only official or licensed software and peripherals should be used with your PlayStation system (e.g., in the controller ports and memory card slots).

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